

**GENERAL ORDER**

08/03/94 Eff.

XX/XX/XX

**CRITICAL INCIDENT EVALUATION AND NOTIFICATION**

**Major and Critical Incident Evaluation and Notification**

**8.01.01 PURPOSE**

The San Francisco Police Department stands for Safety with Respect for All. We will ensure residents, visitors, and members are safe and feel safe.

This order defines major and critical incidents and establishes policies and procedures for evaluation and notification of sworn members shall follow in making the appropriate notifications to command personnel in critical incidents, and defines situations constituting critical. The Department will respond quickly to these safety risks and will do so with the spirit of dignity and in collaboration with the community.

By evaluating each major and critical incident, the Department improves future responses through measuring, monitoring, and training to uphold our commitment to policing without bias and addressing any issues in an open and collaborative manner. We will actively collaborate with City agencies and community organizations to jointly address identified challenges as we strive to maintain and build trust and respect as the guardian of Constitutional and human rights.

Critical and major incidents are broadly witnessed by the community and provide our members the opportunity to showcase the spirit of mutual respect and fairness we embrace in our work.

I:

**8.01.02 POLICY**

A.—EVALUATION: It is the policy of the San Francisco Police Department (the Department) that should a major or critical incident occur, a prompt evaluation and notification shall be made by the the District Captain or, if not immediately available, the Night Captain, or Weekend Captain, shall make a prompt evaluation and notification. If neither is immediately available, the Lieutenant on duty in the district of occurrence shall make the evaluation and notification.

**8.01.03**

**B= DEFINITIONS**

A. MAJOR INCIDENT - An event involving potential or actual injury, death, or property damage requiring an exceptional emergency response. This includes natural disasters (floods, earthquakes, major fires, etc.) and human-caused emergencies (plane crash, riot, terrorist acts, hostage

situations, etc.) that require extensive response and commitment of resources to control or resolve.

B. OF CRITICAL INCIDENTS. CRITICAL INCIDENT - Any incident with a life-threatening situation, a defined terrain objective, and requiring a coordinated tactical response should be declared as a critical incident. Procedures and guidelines for requesting the Tactical Unit should be followed. [CJ(1)]

The following ~~situations~~ constitute major or critical incidents:

- ~~1. Hostage/barricaded suspect.~~
- ~~2. Sniper.~~
- ~~3. Citizen shot by an officer.~~
1. ~~4. Active Attacker Incident - One or more individuals actively engaged in killing or attempting to kill people in a confined and populated area (See DN 20-164 Requesting the Tactical Unit / SWAT and Call-Out Procedures)~~
2. Hostage/Barricaded Suspect – criminally involved (Critical Incident – see DO 8.02 Hostage & Barricaded Suspect Incidents)
3. Sniper (see DN 20-164 Requesting the Tactical Unit / SWAT and Call-Out Procedures)
4. Officer-Involved Shooting (see DO 8.11 Investigation of Officer-Involved Shootings and Discharges)
5. Officer shot or critically injured while on duty. [CJ(2)]
- ~~6. ~~5. Riot, insurrection, or potentially violent demonstration. (see DO 8.03 Crowd Control)~~~~
- ~~6. Prison break.~~
7. ~~7. Custody escape (see DO 5.18 Prisoner Handling and Transportation)~~
8. Explosion of a destructive device, or found suspicious item requiring an EOD response to the scene (see DO 8.08 Bomb Threats, Clandestine Laboratories, Destructive Devices, Explosions, and Fireworks)
- ~~9. ~~8. Airplane crash.~~~~
- ~~9. Officer arrested on or off duty.~~
10. ~~10. Major fire (five alarms or greater). (see DO 8.06 Fire Procedures)~~

~~11.~~ ~~11.~~ Hazardous material incident. (see DGO 8.07 Hazardous Material Incidents)

~~12.~~ ~~12.~~ Earthquake or any natural calamity involving multiple casualties or significant destruction of property, or the likelihood of either.

~~13.~~ ~~13.~~ Accidents (Mass Casualty event (gas line explosion, traffic collision, construction site, etc.) involving multiple casualties.

~~14.~~ ~~H.~~ In-Custody Death (see DGO 8.12 In Custody Deaths)

~~15.~~ Use of Force resulting in injury to the subject that requires admission to the hospital (see DGO 5.01 Use of Force Policy And Proper Control Of A Person)

~~16.~~ Verified Child Abduction (see DN 20-106 Guidelines for Handling Stranger and parental Abduction of Children)

#### **8.01.04 PROCEDURES**

~~A.~~

~~A.~~ DUTIES OF OFFICERS. ~~When confronted with~~ THE FIRST ARRIVING OFFICER ~~CJ(3)(S):~~

- ~~1.~~ Determine if a major or critical incident, is occurring.
- ~~2.~~ Determine the hazard (person or material) and location of the incident and immediately notify the Commanding Division and your communicate that information to DEM and responding units.
- ~~3.~~ Notify and request response of the field supervisor. Also ensure that the and Platoon Commander.

~~B.~~ DUTIES OF THE FIRST ARRIVING SUPERVISOR ON SCENE:

- ~~1.~~ Notify DEM, monitor radio communications, respond to the incident (e.g., "3X100, I'm monitoring the incident and responding.")

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2. Take appropriate steps to address the situation, guided by department values and referenced policy.

C. DUTIES OF THE PLATOON COMMANDER:

1. Respond to the scene and formally assume the role of Operational Commander including command of the Incident Command Post until relieved by a member of higher rank.
2. Evaluate the scene and confirm that a major or critical incident exists.
3. Take appropriate steps to address the situation, guided by department values and referenced policy.

As soon as practicable, notify the District Station Keeper of the district station of occurrence is notified.

4. ~~B. DUTIES OF STATION KEEPER. Immediately inform the Captain or, in his/her/their absence, the Lieutenant of the incident. Also notify the Night Captain or Weekend Captain.~~

D. DUTIES OF THE DISTRICT STATION CAPTAIN:

1. Respond to the scene of all confirmed major or critical incidents and formally assume the role as Operational Commander to ensure all duties listed in 8.01.04 (C) of this directive are completed.
2. Personally Notify the Deputy Chief of Operations or Field Operations Bureau, of the Operations Center during non-business hours. Commander via cellular phone.
3. ~~C. DUTIES OF THE EVALUATING OFFICER. Immediately respond~~Take appropriate steps to the scene, assume command, evaluate~~address the situation, and make~~guided by department values and referenced policy.

NOTE: When the District Station Captain is unavailable, the following notifications: Night Captain or Weekend Captain shall assume the duties of the District Station Captain.

- ~~1. The field Operations Bureau during weekdays, or~~
- ~~2. The Operations center between 1600 and 0800 hours on weekdays or anytime on weekends.~~

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E. POST-INCIDENT

The appropriate SFPD unit leading the critical or major incident response will review and facilitate debriefings with involved officers. The unit will conduct an after action written report that analyzes the major or critical incident considering the Department's training, policies, and procedures and make written recommendations with the goals of improving future response and performance.

#### References

DN 20-106, Guidelines for Handling Stranger and Parental Abductions of Children

DN 20-164, Requesting the Tactical Unit / SWAT and Call-Out Procedures

DGO 5.01, Use of Force Policy and Proper Control of A Person

DGO 5.18, Prisoner Handling and Transportation

DGO 6.02, Physical Evidence and Crime Scenes

DGO 8.02, Hostage and Barricaded Suspect Incidents

DGO 8.03, Crowd Control

DGO 8.06, Fire Procedures

DGO 8.07, Hazardous Material Incidents

DGO 8.08, Bomb Threats, Clandestine Laboratories, Destructive Devices, Explosions, and Fireworks

DGO 8.11, Investigation of Officer-Involved Shootings and Discharges

DGO 8.12, In-Custody Deaths

Event Management ~~Manual~~Manual, SFPD

Emergency Operations Plan, City & County of San Francisco

SFPD forms 496 A-E

Working Group Recommendation and Department Response

#	DPA Recommendations for Department General Order 8.01 (Critical Incident)	Date recommendation received	SFPD response	SFPD explanation	Open/Closed
R1	<p>DPA recommends updating the list of critical incidents that require evaluation and notification. DPA suggests this list include: 1) active shooters; 2) school lock down; 3) terrorist threats; 4) a member or employee, on or off duty, takes or is involved in any action, which is likely to be the focus of great public interest, or is likely to bring the Department into disrepute; 5) a criminal incident occurs which is likely to be the focus of significant media and public interest (e.g., homicide(s), confirmed child abduction, etc.); 6) City facility receives a bomb threat (notification shall include whether the building is being/was evacuated and searched); 7) anytime there is an incident that has the potential for significant media coverage (e.g. large police response at school, major pursuits, fatal traffic accidents, and major pursuits. DPA suggests expanded critical incident list to reflect current policing incidents where command staff notification, supervisor response and other resources at the scene are necessary to ensure public and police safety and a provide a more successful outcome. See for e.g. Oakland Police Department, Major Incident Notification (06/12/18). Do we have other examples from other agencies to include here?</p>	4/27/20	Recommendation has been modified or partially included in draft DGO	<p><b>A Critical Incident would be a major incident/disaster whether natural or man caused the requires a large amount of police resources to contain or mitigate that could result in a loss of life or harm to LE or citizens or the major destruction of property.</b></p> <p>Added:</p> <p>1)Active Attcker</p> <p>5)Confirmed Child Abduction-Side note to 5; all major crime scenes would not be a critical incident IE homicide, rape, assault, City facility receives a bomb threat( Already listed under #8 in policy) Bomb threat Proceedures are listed in the event managment manual and the scene would be managed by EOD. Reviewed but not added:</p> <p>2)School Lockdown- Any incident that would casue a LE related school lock is already defined in this policy B1-18</p> <p>3) Terrorist Threat- Broad term and would be already defined in this policy B1-18</p> <p>4) On or Off Duty Incident- Would only be notification of chain of command and does not meet the definition of a CI. These incident notifications are already defined in other policy.</p> <p>DPA agrees to partial additions</p>	Closed

Working Group Recommendation and Department Response

#	DPA Recommendations for Department General Order 8.01 (Critical Incident)	Date recommendation received	SFPD response	SFPD explanation	Open/Closed
R2	DPA recommends that after every critical incident, the Field Tactics and Force Options Unit will facilitate a debriefing with involved officers and provide an after action written report that analyzes the critical incident in light of SFPD's training, policies and procedures and make written recommendations concerning the training, policy, weapons, supervision and any other relevant area. The DPA shall be provided a copy of FTFO's report and all investigative materials concerning the incident. Within 30 days of FTFO's report, the DPA and FTFOs unit shall meet to discuss the report, including DPA's response and recommendations to FTFO's report. FTFO's report and DPA's recommendations shall be submitted to the Chief and the Police Commission for action within 60 days from the incident. Debriefing critical incidents and providing after action reports are best practice. (See for e.g. National Police Foundation. 2020. <b>How to Conduct an After Action Review.</b> Washington, DC: Office of Community Oriented Policing Services; Seattle Police Department 14.010 After Action Reports (11/1/18). )+B4	4/27/20	Recommendation will not be included in draft DGO because not warranted or reasonable	This recommendation should be defined in another GO or DN. The type of CI to be debriefed should be defined by the COP or his designee as not all CIs need to be debriefed (barricaded 5150 in a bathroom where incident was not on going and ends in arrest or detention of 5 without extenuation circumstances, bomb threat and no bomb, officer arrested). The FTFO unit would have to be consulted to create this policy as they are a small unit and do not have the resources to conduct all listed CI debriefings and AA reports. It would seem that a Chiefs level committee would have to be established to conduct such reviews and reports as the reports would be extensive and require oversight and review at the highest levels before they are published.  Can something be added that designates certain CIs that are FTFO debrief? Which ones and how do we manage incoming workload for FTFO?  PD: Perhaps land elsewhere? This GO is eval/notification specific. What's the scale we seek? C/I w/ Lt Nevin - tracking as above.  PD: Hold for Concurrence discussion - work up some language and potential location.	Open
R3	DPA recommends that the department expand the duties of officers to include: establish a perimeter, administer first aid if necessary, serve as a resource to investigators, and request that a supervisor respond to the scene.		Recommendation has been included in draft DGO	Added	Closed
R4	DPA recommends that the department define "Evaluating Officer." As drafted, the term is ambiguous and could refer to the first officer on the scene or a supervising officer.	4/27/20	Recommendation has been included in draft DGO	Added	Closed
R5	DPA recommends that the department include duties of sergeant/lieutenant/and captain. DGO 1.05 makes it clear that Lieutenants have a duty for "critical incidents," but there are no specified duties.	4/27/20	Recommendation has been included in draft DGO	Added	Closed
R6	DPA recommends that the department define the duties and rank of the "operational commander." This term appears in DGO 8.02, but was not previously defined.	4/27/20	Recommendation has been included in draft DGO	Added	Closed
R7	DPA recommends that the department include language under "procedure" to specify who in the chain of command has authority to activate specialized units.	4/27/20	Recommendation has been included in draft DGO	Added	Closed

Working Group Recommendation and Department Response

#	DPA Recommendations for Department General Order 8.01 (Critical Incident)	Date recommendation received	SFPD response	SFPD explanation	Open/Closed
R8	DPA recommends that either this DGO include or reference to Crime Scene DGO that is updated to address evidence collection duties and responsibilities such as collecting BWC footage, other video evidence etc. to ensure that evidence is preserved and expeditiously collected.	4/27/20	Recommendation will not be included in draft DGO because not warranted or reasonable	Evidence collection is defined in various different G.O.s and DNs and is not pertinent to the evaluation and notification procedure.  DPA - no issues if landing in crime scene DGOs	Closed
R9	<u>DPA's 8/9/21 recommendation:</u> In lieu of adding a reference to DGO 2.01 in 8.01.04, DPA recommends specifically stating that the senior officer shall communicate information to DEM. DPA recommends that 8.01.04 read as follows: A. DUTIES OF THE FIRST ARRIVING OFFICER(s): 1. Will determine if there is a major or critical incident taking place. 2) Will determine the hazard (person or material) and the location of the incident; the senior officer will immediately communicate that information to DEM and responding units. 3) Will notify and request response of the field supervisor and Platoon Commander. (DPA withdraws R9 due to conflicting information from WDU and SME Capt. Jaimerena on applicabilith of 2.01.)				
R10	After conferring with DC Perea and Capt. Jaimerena, DPA reccomends replacing the current language in 8.01.04 with:  "A. DUTIES OF THE FIRST ARRIVING OFFICER(s):  1. Will determine if there is a major or critical incident taking place. 2. Will determine the hazard (person or material) and the location of the incident, and immediately communicate that information to DEM and responding units. 3. Will notify and request that field supervisor and Platoon Commander respond.  In some instances, a later arriving unit is better situated to gather information about a major or critical incident. This unit will advise DEM and request designation as the Primary Unit. The Primary Unit will then assume responsibility for completing any remaining duties of the first arriving officers."	11/19/21			
R11	DPA recommends adding the Critical Incident Checklist (SFPD Forms 496A-E) to the list of references at the end of the DGO.	11/19/21			
R12	DPA recommends deleting, or making more specific, the following language throughout the DGO: "Take appropriate steps to address the situation, guided by department values, referenced policies, and common sense." This sentence is too vague and to provide officers with meaningful guidance.	11/19/21			